

**CITY COUNCIL AGENDA ITEM COVER MEMO**

**FOR AGENDA OF COUNCIL MEETING/WORK SESSION - DATE:** 03/22/2012

**ACTION REQUESTED BY:** Huntsville Utilities

**COUNCIL MEMBER:** N/A                      **DISTRICT:** N/A

**SUBJECT MATTER:** Customer Information Center Redesign

**EXACT WORDING FOR AGENDA:** Resolution authorizing the approval of the redesign of the Customer Information Center. (Utilities: Electric)

**ORDINANCE:**                                      **RESOLUTION:** X                                      **MOTION:**

**(IF AMENDMENT, STATE TITLE AND NUMBER OF ORIGINAL):** N/A

**ITEM IS TO BE CONSIDERED FOR:**

**INTRODUCTION:**                                      **ACTION:** X                                      **DISCUSSION:**

**UNANIMOUS CONSENT REQUIRED?** No

**BRIEFLY STATE WHY THE ACTION IS REQUESTED; WHY IT IS RECOMMENDED OR NOT RECOMMENDED; WHAT COUNCIL ACTION WILL PROVIDE, ALLOW, OR ACCOMPLISH; ANY ASSOCIATED COST; BUDGETED (?); AND ANY OTHER INFORMATION THAT YOU THINK MIGHT BE HELPFUL.** Approval of this work order will allow for the redesign of the Customer Information Center. This will optimize the space providing more visibility between the Supervisor, Customer Accounts Specialists and the Customer Service Representatives. This area is also utilized during disaster recovery and the new design will provide additional workstations for call takers in the event of an emergency. The total estimated cost to Huntsville Utilities is \$30,551.04. (PR# 10076593)

**MAYOR RECOMMENDS OR CONCURS?** YES \_\_\_\_\_ NO \_\_\_\_\_ N/A \_\_\_\_\_

**SIGNATURE:** William C. Pippin, President & CEO

**DATE:** 02/24/2012

RESOLUTION NO. 12-\_\_\_\_\_

**WHEREAS,** the Huntsville Electric Utility Board has approved Purchase Requisition 10076593, which allows for the redesign of the Customer Information Center to provide more visibility between the Supervisor, Customer Accounts Specialists and Customer Service Representatives and provide additional workstations for call takers in the event of an emergency, at an estimated cost of \$30,551.04; and

**WHEREAS,** the expenditure of such amount being in excess of the sum of \$25,000.00 requires the consent and approval of the City Council of the City of Huntsville, Alabama.

**NOW, THEREFORE, BE IT RESOLVED** by the City Council of the City of Huntsville, Alabama, that the redesign of the Customer Information Center to provide more visibility between the Supervisor, Customer Accounts Specialists and Customer Service Representatives and provide additional workstations for call takers in the event of an emergency, at an estimated cost of \$30,551.04, be, and the same is hereby approved, and the written consent and approval of the City Council of the City of Huntsville, Alabama, is hereby given to the Huntsville Electric Utility Board for the expenditure of sufficient funds from the proper fund belonging to the Huntsville Electric Utility Board.

**ADOPTED** this the \_\_\_\_\_ day of \_\_\_\_\_, 2012.

\_\_\_\_\_  
President of the City Council of  
The City of Huntsville, Alabama

**APPROVED** this the \_\_\_\_\_ day of \_\_\_\_\_, 2012.

\_\_\_\_\_  
Mayor of the City of Huntsville,  
Alabama



# HUNTSVILLE UTILITIES

Electricity – Natural Gas – Water

(256) 535-1200

[www.hsvutil.org](http://www.hsvutil.org)

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## REQUESTS FOR APPROVAL

**PR# 10076593**

**PR# 10076593 – Huntsville Utilities, Customer Information Center Redesign**

Redesign the Customer Information Center area to optimize the space providing more visibility between the Supervisor, Customer Accounts Specialists and the Customer Service Representatives. The glass and lower walls will improve accessibility, enhancing the necessary interactions between the Customer Service Representatives and supervision. This area is also utilized during disaster recovery; and the new design will provide additional workstations for call takers in the event of an emergency.

**Total Cost: \$30,551.04**